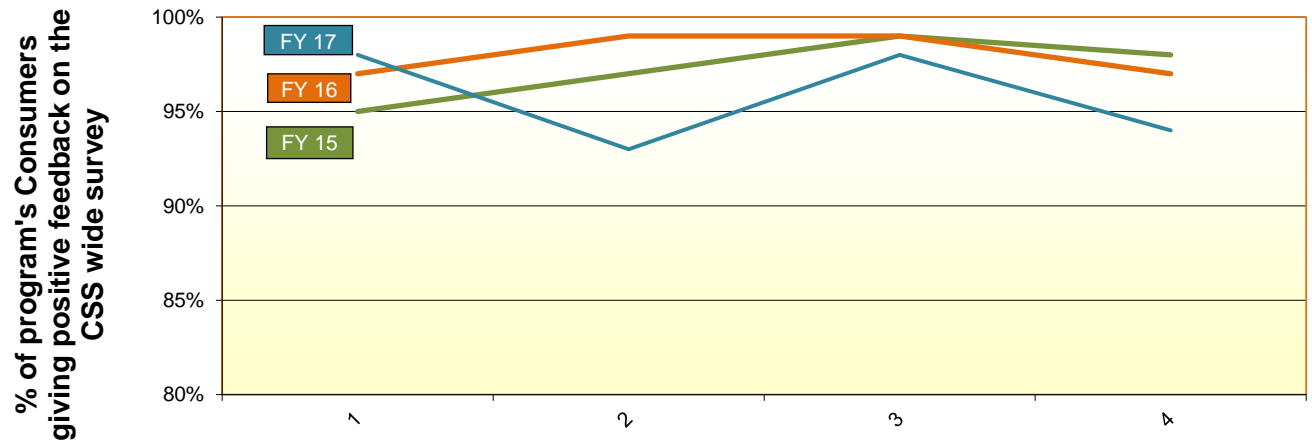


## Jail Central FY 15-17 Consumer Satisfaction



Feedback from Consumers

**TARGET ≥ 85%**

Feedback	Jul-14			Oct-14			Jan-15			Apr-15			YEAR TO DATE AVERAGE
Consumer Satisfaction Scores (CSS All Survey)	95.0%			97.0%			99.0%			98.0%			
FY 15	95.0%			97.0%			99.0%			98.0%			97.3%
Feedback	Jul-15			Oct-15			Jan-16			Apr-16			YEAR TO DATE AVERAGE
Consumer Satisfaction Scores (CSS All Survey)	97.0%			99.0%			99.0%			97.0%			
FY 16	97.0%			99.0%			99.0%			97.0%			98.0%
Feedback	Jul-16			Oct-16			Jan-17			Apr-17			YEAR TO DATE AVERAGE
Consumer Satisfaction Scores (CSS All Survey)	98.0%			93.0%			98.0%			94.0%			
FY 17	98.0%			93.0%			98.0%			94.0%			95.8%